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ABSTRACT

As a result of a review of performance reports submitted by almost 400 colleges and universities receiving Veterans Education Outreach Program (VEOP) grants, 37 exemplary programs were identified by a panel of 5 professionals in veterans' education and government administration. The exemplary programs selected showed consistency in staff efforts to improve the services of the VEOP program. Most institutions supplemented federal support to a great extent in all aspects of the program, and there appeared to be genuine interest, both by faculty and administration, in meeting the needs of disadvantaged veterans. The panel also found deficiencies in reporting by many other programs, including failure to reflect improvements made in the programs over the years. Recommendations were made to improve programs and performance reports by: (1) stressing qualitative and quantitative information; (2) maximizing institutional involvement and commitment to veterans' services and funding; (3) locating the office of veterans' affairs in a place accessible to other services; (4) determining the effectiveness of recruitment and outreach activities and providing quantitative data to support the findings; (5) providing information on services to special populations; (6) furnishing services to veterans above the usual services to all students; and (7) and giving an indication of total percentage of veterans served on a personal basis. (Appendixes, which constitute most of the document, list and profile exemplary programs and summarize the components and strengths of exemplary programs.) (KC)

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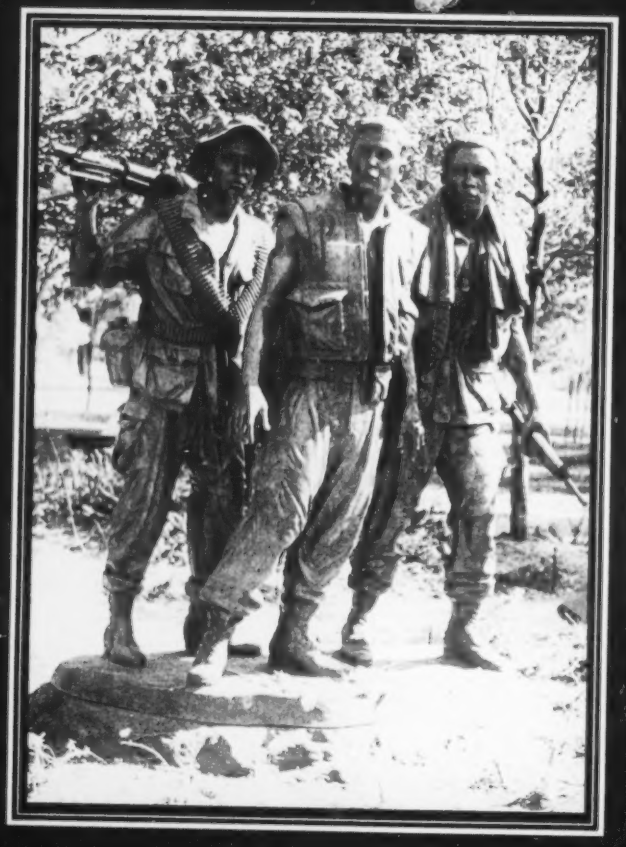
VETERANS EDUCATION OUTREACH PROGRAM

EXEMPLARY PROJECTS



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UNITED STATES DEPARTMENT OF EDUCATION

OFFICE OF POSTSECONDARY EDUCATION

Dear Colleague:

The Office of Postsecondary Education is pleased to provide you with the Veterans Education Outreach Program Report of Exemplary Projects. Section 420A (f) of the Higher Education Act of 1965, as amended (20 U.S.C. 1170e-1), mandates that the Secretary shall annually retain one percent of the amount appropriated for the Veterans Education Outreach Program (VEOP) or $10,000, whichever is less, to collect information about exemplary VEOP projects and to disseminate that information to other institutions having such programs on their campuses.

This past year, the Department of Education entered into contracts with experts to identify such exemplary projects. The report is attached. We have also included a directory of the individual projects. Telephone numbers have been provided so that you may call the institutions directly to get more detailed information on specific activities that interest you.

I hope that you will find the report useful.

Sincerely,

John B. Childers

John B. Childers
Deputy Assistant Secretary
for Higher Education Programs

400 MARYLAND AVE., S.W. WASHINGTON, D.C. 20202

VETERANS EDUCATION OUTREACH PROGRAM
VEOP

REVIEW OF PERFORMANCE REPORTS FOR SELECTION OF EXEMPLARY PROGRAMS
FISCAL YEAR 1989

I. PURPOSE OF REVIEW

"Exemplary" programs were selected as a result of a review of performance reports submitted by institutions of higher education receiving Veterans Education Outreach Program grants. This review was conducted in accordance with the Higher Education Amendments (HEA) of 1986, Public Law 99-498, Title IV, Part A, Subpart 7, Section 420A (f), Dissemination of Information, which requires the collection and dissemination of information on exemplary Veterans Education Outreach Programs (VEOP).

II. THE REVIEW PANEL

The panel consisted of five (5) professionals meeting the Department of Education selection standards; with both male and female representation, four being veterans. All have extensive experience in the field of education and have advanced academic credentials. Each has experience in federal, state or local program administration and supervision. A majority of the members has direct experience with veterans programs. Other related experience includes business and fiscal affairs; consulting services for private and federal agencies; mental health; and executive, administrative and management assignments. Panel members reside in California, Oklahoma, Pennsylvania, South Dakota and Texas.

III. METHOD OF EVALUATION AND PROCEDURES

The panel of reviewers selected "Exemplary" programs from the available VEOP performance reports. The criteria for assessment were based on responses provided on the performance reports and more fully from the VEOP rules and regulations. These programs not only reflect successful delivery of services, but also illustrate innovative practices and unique and creative ways that best serve the veteran.

All members of the review panel had significant input in making a determination of the highest weighted selections. The final selection required consensus.

IV. RESULTS

The panel selected 37 exemplary programs from the almost 400 institutions reviewed. See Appendix A for a list of Exemplary Institutions.

These programs reflected components that were unique, creative, superior, and/or innovative. As a resource for other institutions, see Appendix B for a list of these components and strengths.

V. SUMMARY

All reports reviewed showed consistency in staff effort to improve the services through VEOP. Most institutions supplemented federal support to a great extent in all aspects of the program. There appeared to be genuine interest, both by faculty and administration, to meet the needs of disadvantaged veterans.

Marked deficiencies in the quality of some reports were noted by the panel. The panel also shared a concern that these reports did not reflect improvements made in the programs over successive funding years. Evidence of change, resulting from school effort, in which veterans were better served, should be described in measurable terms.

VI. RECOMMENDATIONS TO INSTITUTIONS

Future performance reports should include information and responses that provide a clear and accurate picture of the services delivered to veterans. The report should encompass greater detail and descriptive criteria on how the VEOP regulations were met by including the following:

1. Stress qualitative and quantitative information. For example: Needs surveys and evaluations by veterans and how the information was used to enhance and improve services to veterans.

2. Maximize institutional involvement and commitment to veterans services and funding.

3. Location of the office of veterans affairs (OVA) should be in a key geographical position providing easy access to other referral sources.

4. Determine the effectiveness of recruitment and outreach activities and provide quantitative data to support your findings.

5. Provide information on the OVA's demonstrated commitment to serving special populations such as:

    a. Minorities
    b. Homeless
    c. Women
    d. Single-parents
    e. Incarcerated

6. Furnish information on services to veterans above and beyond the normal services available to all students.

7. Give an indication of the total percentage of veterans served on a personal basis (other than certification).

Appendix A

EXEMPLARY PROJECTS

Alabama:	Northeast Alabama State Junior College	Rainesville
	University of Alabama Birmingham	Birmingham
Arizona:	Arizona State University	Tempe
	Mesa Community College	Mesa
California:	California State University-Chico	Chico
	Palomar College	San Marcos
	San Diego Mesa College	San Diego
	San Diego Miramar College	San Diego
	University of California-Davis	Davis
Colorado:	University of Colorado at Boulder	Boulder
Florida:	Brevard Community College	Cocoa
	Florida State University	Tallahassee
	University of Central Florida	Orlando
Illinois:	Black Hawk College	Moline
	Southern Illinois University-Carbondale	Carbondale
Kansas:	Kansas State University	Manhattan
Kentucky:	Madinsonville Community College	Madisonville
Maryland:	Anne Arundel Community College	Arnold
Michigan:	Lawrence Technological University	Southfield
Mississippi:	Mississippi Gulf State Community College	Perkinston
New York:	Onondaga Community College	Syracuse
North Carolina:	Richmond Community College	Hamlet
Ohio:	Franklin University	Columbus
Oregon:	Lane Community College	Eugene
	Southern Oregon State College	Ashland
Pennsylvania:	California University of Pennsylvania	California
South Carolina:	University of South Carolina	Columbia
Texas:	Houston Community College System	Houston
	Texas State Technical Institute	Waco
Utah:	Weber State	Ogden
Virginia:	Dabney S. Lancaster Community College	Clifton Forge
	Norfolk State University	Norfolk
	Paul D. Camp Community College	Franklin
Washington:	Pierce College	Tacoma
	Shoreline Community College	Seattle
	Tacoma Community College	Tacoma
	Walla Walla Community College	Walla Walla

Appendix B

COMPONENTS AND STRENGTHS OF EXEMPLARY PROGRAMS

- Strong counseling and referral programs with highly qualified, competent and dedicated staff. Availability of individual and group counseling, crisis intervention and support groups that address issues such as Post Traumatic Stress Disorder.

- Strong linkages with organizations and resource agencies that provide meaningful assistance to veterans. Those include:

  - Mental health agencies
  - Veteran organizations
  - Literacy programs
  - Legal assistance
  - Health agencies
  - Employment services
  - Small business assistance

- Effective early warning and tracking systems to ensure that veteran participants make positive academic progress.

- Comprehensive recruitment programs that incorporate innovative, creative methods to reach veterans, emphasizing personal contact, inclusion of qualitative and quantitative data.

- Outreach activities that effectively reach the veteran community.

- Outreach programs for homeless veterans that incorporate housing and rehabilitation assistance.

- Strong commitment by the institution to provide services to veterans.

- Special activities that bring veterans together to develop skills, facilitate growth, and encourage participation in college activities. Activities include:

  - Recognition programs
  - Veterans Day programs
  - Veterans memorial activities
  - Films and related activities
  - Picnics and socials

- Workshops and seminars on beneficial and pertinent issues:

  - Job search
  - VA benefits
  - Career guidance
  - College survival skills
  - Single parenting
  - Stress management

- Active campus veterans clubs and organizations.

- Positive use of technology to assist veterans, such as furnishing lap top computers for instructional purposes.

- Tutoring programs that ensure veterans have access to services regardless of eligibility for veterans benefits (i.e., cost-free, walk-in tutoring center for veterans).

- Strong programs that provide counseling and outreach for veterans in prisons and county jails.

- Published information to assist veterans in transition to college and in maintaining positive awareness (i.e., veteran handbooks, handouts, brochures, frequent newsletters, etc.).

- Grants and other efforts by institutions to fund improved or expanded services to veterans.

- Efforts to provide services for veterans' dependents.
- Strong linkages and information sharing among offices within the institution.
- Development of veterans honor society.
- Services for veterans no longer eligible for VA benefits.

SERVICES PROVIDED BY OFFICES OF VETERANS AFFAIRS

- Advisory committees, made up of key individuals in the community, that provide meaningful input into quality services.
- Needs surveys and evaluations that are used in enhancing and improving services.
- Scholarship, emergency loan, tuition and book extension programs.
- Special orientation programs.
- Job placement.
- Targeted outreach and recruitment programs that focus on minorities and women.
- Special programs and facilities for the disabled.
- Textbook recycling and loan programs.
- Flexible office hours providing maximum accessibility.
- Discharge upgrade counseling and assistance.
- Special faculty advising sessions.
- Peer counseling and training programs.
- Strong assessment and placement programs.

PANEL OF REVIEWERS:

Alpha L. Braunesreither
Pam J. Davenport
Roy C. Hoffman
Kramer (Kem) Metz
Dr. Albert Piltz

EXEMPLARY PROJECTS DIRECTORY

NORTHEAST ALABAMA STATE JUNIOR COLLEGE (205) 638-4418

- varied schedule of terminal and transfer courses
- dissemination of information on courses and benefits
- free books and tuition for dependents of disabled veterans
- computer support for data analysis
- answering machine
- work-study, part-time and full-time jobs

UNIVERSITY OF ALABAMA (205) 934-8115

- crisis intervention and short term counseling
- referrals to veterans center, local veterans services office, campus housing, financial aid, admissions, VA and veterans hospital
- monitoring of academic progress
- referrals to qualified tutors and academic advisors
- assistance to minorities and women in finding financial aid and combining family, work and school responsibilities
- use of Portreader that magnifies print
- training on writing papers on MacIntosh computer
- workshops on educational benefits
- employment seminars and assistance by state employment office
- coordination of activities around campus showing of film, "Platoon"

MESA COMMUNITY COLLEGE (602) 461-7186

- mail and phone contacts
- 1:1 advisement, walk-in or by appointment
- on-campus job counseling by Department of Economic Security
- tutoring and registration assistance by special services organization
- service hours 8am-8pm Monday-Thursday and 8am-5pm Friday

ARIZONA STATE UNIVERSITY (602) 965-3944

- emergency food and lodging
- in-person, telephone and mail contacts
- recruitment targeting educationally and economically disadvantaged
- employment assistance by Dept. of Economic Security
- centralized student services, including veteran certification
- regular coordination with federal, state and local agencies

CALIFORNIA STATE UNIVERSITY (916) 895-5911

- mail and phone outreach
- short-term emergency loan fund
- probation counseling
- veterans newsletter
- support of veterans club activities, in-house coffee bar, advocacy program and individualized assistance by VA
- regular support counseling and peer advising
- advertisements in Army Continuing Education Guide
- staff from financial aid, counseling center, job placement and housing offices designated to work with coordinator
- referral services

PALOMAR COLLEGE (619) 744-1150

- outreach coordination with Veterans Employment and Outreach Council
- on-site outreach/recruitment through college's satellite center and direct contact with units at military base
- handout describing veteran services and college application procedures
- in-person and phone contacts
- 1:1 counseling by guidance technician or coordinator
- coordination with state employment development office on job opportunities

SAN DIEGO MESA COLLEGE (619) 560-2805

- tutoring services
- special education services
- liaison coordinating counseling, job placement, tutoring, financial aid services and referrals
- culturally diverse role models
- questions in college application on military service status

SAN DIEGO MIRAMAR COLLEGE (619) 693-6864

- newsletter
- job placement assistance and workshops
- employment of homeless veterans as outreach workers to homeless veterans
- emphasis on job development

UNIVERSITY OF CALIFORNIA-DAVIS (916) 752-2020

- client evaluation of VAO services through formal biennial survey and daily feedback
- special action admission for veterans below minimum qualifications requirements
- 95 percent of program cost funded from university budget

UNIVERSITY OF COLORADO (303) 492-7322

- newsletter
- pamphlet describing VA educational programs distributed to Job Service, National Guard, Reserve units and military base education offices
- referrals to federal, state and local agencies and postsecondary schools
- active veterans association

BREVARD COMMUNITY COLLEGE (407) 632-1111

- 2 college staff and work-study veterans
- radio announcements target disabled/handicapped veterans to vocational rehabilitation program
- publicity of veteran educational benefits and referrals by Job Services
- educational support services: tutoring, personal computers and audio-visual cassettes
- electronic data transmission of enrollment certification and payment authorizations to regional offices
- handbook describing admission process, counseling, tutoring and remedial education services, learning centers, VA certification process and financial aid

FLORIDA STATE UNIVERSITY (904) 644-2428

- discharge upgrading assistance
- inter-institutional referral system

UNIVERSITY OF CENTRAL FLORIDA (407) 275-2707

- state approved real estate and certified public accountant review courses for veterans and eligible dependents
- computerized address/mailing label program targets recently discharged and educationally disadvantaged veterans and includes postpaid, self-addressed postcard request for additional information on specific benefit programs
- public service announcements by 35 radio stations publicizing VA benefit programs
- counseling and referral for personal, academic and career concerns

BLACK HAWK COLLEGE (309) 796-0156

- vouchers for purchasing books at special times issued to disabled and handicapped veterans
- direct distribution of parking decals to disabled by coordinator
- handbook of benefits, application and registration procedures

SOUTHERN ILLINOIS UNIVERSITY (618) 453-2791

- processing of applications for state grants and MIA/POW scholarships
- use of Release of Names and Addresses (RONA) listing and ads in Army Continuing Education magazine for recruitment
- veterans assistance package
- participation in university orientation program
- dissemination of information to university veterans club
- aid to incarcerated veterans in receiving state grants
- incorporation of student veteran data into financial aid component of university student information system
- local and private contributions
- volunteer services by veterans and student organizations
- resource package identifying campus contacts for services
- use of VA guidance center for counseling and testing
- job placement through state job service
- coordination of services for disabled with state rehabilitative services agency

KANSAS STATE UNIVERSITY (913) 532-7061

- use of VA's RONA list for mailing of letter and postpaid card to every veteran in state
- veterans handbook mailed to all postpaid card responses and forwarding of card to admissions office
- coordination of outreach activities for personnel separating from Army
- academic counseling and referral services
- counseling services for women veterans
- newsletter
- individualized enrollment, academic services and shuttle service for disabled veterans
- Army post distribution of handbook describing university programs, admission procedures and VA educational benefit.
- on-post assistance by university staff
- centralized processing with computer support
- networking with social service agencies
- statewide information resource center on campus

MADISONVILLE COMMUNITY COLLEGE (502) 821-2250

- individualized academic counseling
- academic/personal needs assessments and surveys

ANNE ARUNDEL COMMUNITY COLLEGE (301) 541-2203

- referral of academic/personal problems to advising center and local agencies
- cross-training of military base employees
- cross-training of student services staff on VA regulations
- coordination with college recruiters
- needs/services survey mailed to all enrolled veterans
- veterans handbook with VA rules on benefits, curriculum guidelines and monthly rates for all programs
- dissemination of pamphlets on financial aid sources, i.e.:
  Army Continuing Education
  Student Guide on Financial Aid
  Women are Veterans Too!
  Vocational Rehab - Your Key to an Independent Future
  local scholarship announcements
  job placement brochures

LAWRENCE TECHNOLOGICAL UNIVERSITY (313) 356-0200

- office hours 53 hours a week
- mandatory attendance records kept for all veterans
- early counseling intervention of potential drop-outs
- free, walk-in tutoring
- university computer support to certify attendance, record class load, grade point average and expedite VA payments

MISSISSIPPI GULF COAST COMMUNITY COLLEGE (601) 928-5211

- homeless veterans rehabilitation program
- personal/career counseling regardless of VA benefit status
- participant at retirement briefings on military bases
- peer support advocacy
- electronic records management system
- computer monitoring of transfer credits
- referrals to financial aid, job placement, student loan deferral, counseling, career testing, admissions, and student records offices
- assistance with admissions application process

ONONDAGA COMMUNITY COLLEGE (315) 469-7741

- post-traumatic stress disorder referrals
- recruitment of minority veterans by Black veteran on admissions staff
- academic remediation targeting veterans
- effort to hire female/minority veterans under VA work-study
- electronic records management system
- laptop computer for students
- membership on registration coordination committee
- student veteran association with 3 faculty/staff advisors and regular interaction with student government and student activities director
- campus representative and VA work-study student to coordinate with job service
- veterans affairs advisory committee
- attendance at workshops on post-traumatic stress disorder
- pursuit of state approval of new/revised programs

RICHMOND COMMUNITY COLLEGE (919) 582-7112

- GED instruction
- 1:1 tutoring
- on-campus substance abuse/stress counseling by mental health agency
- individual and group counseling
- assistance in individual goal-setting
- computer tracking system for monitoring academic progress, enrollment status and follow-up of unregistered students
- workshops on job applications, resumes, interviewing skills

FRANKLIN UNIVERSITY (614) 224-6237

- newsletter with excerpts, resources, legislative updates, VA program changes and financial aid sources
- attendance at prison pre-release sessions
- dissemination of benefits brochure to veterans organizations, Reserve and National Guard sites
- subscription to Eclipse, a newsletter for Black veterans
- use of university data base to identify veterans not using educational benefits
- office computerization
- computer-based learning center and career guidance system
- provision of veterans names to financial aid staff
- advertising of counseling and job placement services

LANE COMMUNITY COLLEGE (503) 747-4501

- brochure detailing policies on over-payment of VA benefits
- recycling of textbooks sponsored by veterans club

SOUTHERN OREGON STATE COLLEGE (503) 482-3311

- tutoring program
- social activities for older students through campus club
- outreach/letters to veterans leaving community colleges
- monthly tracking requiring students on VA benefits to report to counseling office once a month
- VA work-study program
- placement of students at VA domiciliary

CALIFORNIA UNIVERSITY OF PENNSYLVANIA (412) 938-4076

- services to students with expired benefits eligibility
- campus veterans club sponsors scholarships, Veterans Day luncheon
- office space/telephone for veterans outreach and assistance center representative
- office space/telephone for state vocational rehab counselor
- periodic newsletter emphasizing medical care

UNIVERSITY OF SOUTH CAROLINA (803) 777-2892

- first point of contact with veterans agencies
- priority on hiring/training of disabled, handicapped and minorities
- testimony and lobbying on veteran education legislation
- University Veterans Scholastic Honor Society, Chi Delta Chi; advocacy for chapters at other schools
- membership on veterans financial aid advisory committee
- advisor and advocate to Veterans Honor Society
- participation in state/national veterans organizations

HOUSTON COMMUNITY COLLEGE SYSTEM (713) 868-0748

- walk-in service
- mailing of registration/program information to recently discharged county residents
- minority radio and cable TV show appearances
- fund raising for sponsorship of "The Moving Wall" in area
- OVA-sponsored outreach group coordinating federal/state/local agencies
- institutional scholarships for tuition/fees in cooperation with resource development office
- OVA emergency assistance fund with $2,000 annual budget
- scholarship/loan fund with $150,000 annual budget
- full time counselor on staff for academic advisement
- special program for disabled veterans in computer programming

TEXAS STATE TECHNICAL INSTITUTE (806) 335-2316

- early intervention and tutoring
- self-paced veteran orientation program module
- loan funds through veterans club and community organization
- enrollment with partial payment of tuition/room/board fees
- van for handicapped equipped with ramp and lift
- academic and technical program assistance

WEBER STATE COLLEGE (801) 626-6041

- VAO service regardless of eligibility
- special needs referrals
- newsletter and special bulletins
- visible campus location
- attention to late college entry veterans
- campus errand service for disabled by work-study students
- priority class registration for veterans
- annual meeting with personnel from military and reserve/guard units

DABNEY S. LANCASTER COMMUNITY COLLEGE (703) 862-4246

- veterans club hosts picnics and Veterans Day ceremonies
- veteran emergency loan fund
- peer counseling for new students by veterans club
- personal counseling component in veteran orientation

NORFOLK STATE UNIVERSITY (804) 623-8234

- workshops on OVA operations and procedures
- outreach to veterans not eligible for educational benefits through monitoring of corridors by para-counselors to introduce OVA services

PAUL D. CAMP COMMUNITY COLLEGE (804) 562-2171

- used textbooks and support group provided by veterans club
- contact of lapsed students
- minimum 45 minute entrance interview for newly enrolled veterans
- counselor referrals to social service/rehab/mental health agencies

PIERCE COLLEGE (206) 964-6622

- development of grant to support small business entrepreneurship
- workshops for college staff who assist veterans with forms completion

SHORELINE COMMUNITY COLLEGE (206) 546-4597

- liaison/referral on benefits/claims problems
- utilization of telephone, letters, posters, 3-D presentation board, newspaper ads, information tables, and personal visits to VA, the DAV, Veterans of Foreign Wars, American Legion, and the various branches of the Armed Services for recruitment of local veterans
- accompaniment during initial visits to admissions, financial aid and employment offices
- orientation and tour of student services for new students

WALLA WALLA COMMUNITY COLLEGE (509) 527-4262

- interest-free charging of tuition
- short term emergency loans
- referral to other agencies for indigent veterans
- toll free number for veterans benefits information
- needs survey focusing on services

TACOMA COMMUNITY COLLEGE (206) 566-5033

- distribution of pens with inscription about expiration of GI Bill and information phone number at shopping malls, fairs, military bases
- phone system with redial and conference call features
- $1,000 scholarships
- assessment testing for proper student placement
- full-time VAO with walk-in or appointment service
- short-term loans for tuition/fees pending receipt of benefits
- in-house referral of disabled and special needs students
- computerized student record system maintaining admissions/residency, appointments for assessment/testing/registration, cashiering, Southeast Asia discounts, deferred payments, minority affairs loans, financial aid, student employment and demographic data
- 30-45 minute orientation interview covering VA and college regulations, policies, procedures, standards, financial aid
- welcome letter highlighting VA policies mailed before classes start
- coordination with National Association of Veterans Program Administrators, American Association of Minority Veteran Program Administrators, state and local advisory committees

This directory was compiled by Ronald D. Amon, Management Analyst, Division of Higher Education Incentive Programs. For further information, please call (202) 708-7861.

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